California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 501

- AGENDA: November 14, 2006 –

Time:

10	I.	**Opening**	**Kris Ogilvie**
		Review action items and previous minutes	**Working Group**
5	II.	**Best of California Overview**	**Kris Ogilvie**
5	III.	**Toolkit Update**	**Steve Rushing**
			Anamarie Malone
10	IV.	**California Service Centers**	**Claudina Nevis**
10	V.	**e-Services Office Update**	**Richard Lehman**
5	VI.	**California Enterprise Architecture Program Update**	**Lee Macklin**
			Richard Lehman
5	VII.	**Portal Redesign Project (PRP) Update**	**Steve Rushing**
			Keith Mitsuyasu
5	VIII.	**Working Groups Status**	**Kris Ogilvie**
5	IX.	**Next Steps and Adjourn**	**Kris Ogilvie**
		Next IOUCA meeting November 28, 2006	
		Library & Courts II, 900 N Street, Room 340	
		Agenda Items?	

60   X.   **Working Groups:**
- Content: Bill, Debbie, Jennifer, Shayn
- Findability: Anamarie, Jennifer, John, Michael, Neal
- Technical Implementation: Frank, Morris, Patrick, Steve, David, Gene, Sierra
- Usability: Brenda, Donna, Kris, Linda, Sierra

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.[1] A generally accepted "best" way of doing something.[2]

Definition: A statement expressing the essential nature of something.[3]

Findability: "Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval." -Peter Morville. "You can't use what you can't find." - www.Findability.org

Guideline: An indication or outline of policy or conduct.[4] An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. "Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality."[5]

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body.[6]

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting.[7] "A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions."[8]

Purpose: An object or end to be attained.[9]

Standards: Any definite rule, principle, or measure established by authority.[10] "A standard is "Thou shall" while a guideline is a recommendation, more like "You should if your situation warrants.""[11]

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, http://www.useit.com/).

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[1] Bitpipe (www.bitpipe.com)
[2] Wikipedia (www.wikipedia.org)
[3] Merriam-Webster Online Dictionary
[4] Merriam-Webster Online Dictionary
[5] Wikipedia (www.wikipedia.org)
[6] Merriam-Webster Online Dictionary
[7] Merriam-Webster Online Dictionary
[8] Wikipedia (www.wikipedia.org)
[9] Merriam-Webster Online Dictionary
[10] Merriam-Webster Online Dictionary
[11] Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. http://it.csumb.edu/departments/data/glossary.html.